

GOVERNMENT OF THE VIRGIN ISLANDS
OF THE UNITED STATES

Public Services Commission

IN RE:)	Docket No. 549
)	Order No. <u>18</u> /2013
Revision of Quality of Service Objectives)	
for the Virgin Islands Telephone Company)	
_____)	

ORDER

WHEREAS, standards of service quality had been established for the Virgin Islands Telephone Company (“VITELCO”) in 1983 by Order of the Public Services Commission in Docket No. 264, and said standards included both objectives and surveillance levels below which corrective actions were required;

WHEREAS, the Hearing Examiner in the VITELCO Earnings Review, Docket No. 578, recognized the need to update the quality of service standards and directed VITELCO to work with the PSC staff to develop new standards that provide assurance that service to the consumer would be at an acceptable level;

WHEREAS, VITELCO and PSC staff have met and reached agreement on most standards and surveillance levels but disagreed on the starting point for submission of remediation plans in the event actual performance fell below the surveillance level for more than three consecutive months;

WHEREAS, VITELCO’s performance on most quality of service standards has been improving recently but remains well below the agreed standards;

WHEREAS, the Commission recognizes that performance on some standards is driven by the condition of the telephone network and that VITELCO is in the process of replacing major portions of its network;

WHEREAS, the Commission has an immediate and current need to oversee service quality and to ensure that below standard performance is being addressed by the company;

NOW THEREFORE, it is hereby **ORDERED**:

1. The following standards shall apply:

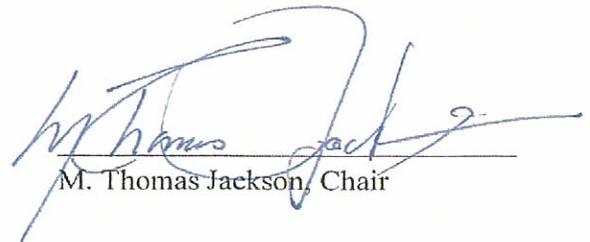
Standard	Objective	Surveillance	Notes
Percent Repair Calls Answered in less than 20 seconds	90%	85%	
Percent Repair Calls Cleared Within 24 Hours	85%	80%	Also report repairs completed in 48 and 62 hours
Percent Repair Commitments Met	90%	85%	
Repair Reports per 100 Lines	9.5	10.0	
Installations Completed Within 5 Days	90%	80%	Split between installations requiring dispatch and line energizing orders
Initial Service Order Commitments Met	90%	85%	Measured relative to "due date" provided to customer *
Directory Assistance Answer Time	Avg. <10 Secs.	Avg>15 Secs	
Number of Held Orders			Report total number

2. VITELCO shall provide a remediation plan for any quality of service standard that falls below surveillance level for three consecutive months. The remediation plan shall contain the company's assessment of the cause of the poor performance and the specific actions being taken to improve performance, including timelines. The PSC staff shall review the remediation plan and may recommend additional actions if it believes they are necessary.
3. The service quality standards established herein are for normal operating conditions and do not establish a performance level to be achieved during periods of emergency, catastrophe, natural disaster, severe storms or other events affecting large numbers of subscribers and shall not apply during abnormal conditions beyond the company's control such as work stoppage or civil unrest.
4. The results of quality of service measurements are to be reported quarterly.
5. The performance objectives and surveillance levels above are effective immediately.
6. Remediation plans for those standards where performance has been below the remediation level for three or more months must be submitted with the next quarterly report. The first remediation plan shall be due in (90) ninety days from the date of this Order, in the event that consecutive monthly performance during the first quarter of 2013 falls below surveillance level.

So Ordered.

For the Commission

Dated: January 3, 2013



M. Thomas Jackson, Chair